

**Infiniti USA**  
**Electronic Field Communication**

**INFORMATION**

**Date:** October 2, 2018

**To:** RAMs, FOMs, & RSOMs

**Subject:** Takata Completion Objectives for Q3

INFINITI is continuing to ask its retailers to urgently help increase customer participation in the Takata recalls to help it achieve 100% customer recall participation for the following vehicles:

- 2001 I30
- 2002-04 I35
- 2003-08 FX
- 2002-03 QX4
- 2006-10 M Sedan

INFINITI expects to upload the next refreshed owner list to DBS within the next week. We will also be reassigning VINs to retailers based on information changes. We didn't reassign any VINs in Q2 to avoid any mid-quarter objective impact. If VINs were repaired out of network, the retailer/region with the original assignment received credit for the repair.

This is an extremely serious safety issue and INFINITI is taking significant and unprecedented steps to increase client recall participation but it needs retailer help to achieve its remedy goals. A separate communication will be released later this month informing regional personnel of the requirements for bonus payout in Q3 and Q2 results. The Q3 objective is based on the average number of repairs in Q2 multiplied by the number of service days in Q3 (Mon-Sat minus any holidays).

INFINITI			
RGN		Q3 target per day	Q3 Completion Target
62	ISR	35	2,632
72	IER	33	2,500
82	INR	18	1,355
92	IWR	30	2,262
<b>TOTAL:</b>		<b>117</b>	<b>8,748</b>

Retailer engagement is critical with this effort. It is a company-wide responsibility to make it a priority to replace these dangerous airbag inflators in affected vehicles. Further, increasing recall participation represents significant gross profit opportunity for our retailers.

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